

更改帳單語言或聯絡資料，請致電水務署客戶服務熱線 **2824 5000**，你亦可填妥以下表格交回水務署。
To change the bill language or contact details, please call Water Supplies Department Customer Services Hotline 2824 5000. You may also complete and return the form below to WSD.

用戶編號 Account No.

用水樓宇電話 Service Address Tel. No.

註冊用戶姓名 Name of Registered Consumer

先生 Mr / 太太 Mrs / 小姐 Miss / 女士 Ms

聯絡電話 Tel. No.

傳真號碼 Fax No.

更改帳單語言
Change Bill Language

中文
Chinese

英文
English

如要求電子帳單服務，請於方格內加上「✓」號，並提供電郵地址。
If e-bill service is requested, please tick the box and provide email address.

新通訊地址 New Correspondence Address

室 Flat

*樓 Floor

座 Block

大廈名稱 Building Name

屋邨名稱 Estate Name

街道編號及名稱 Street No. and Street Name

地區 District

香港
HK

九龍
KLN

新界
NT

電郵地址 Email Address

上列更改生效日期 (日/月/年)
Effective Date of Above Changes

* 如新通訊地址是以中文填寫，而中英文樓層數字並不相同，請在此格填上英文樓層。
If the new correspondence address is provided in Chinese and the floor number in English is different from that in Chinese, please fill the floor number in English in this box.

英文樓層
Floor Number
in English

註冊用戶簽署 (如用戶為公司，請填寫授權代表姓名及蓋上公司印鑑)
Signature of Registered Consumer/Authorized Representative
(For a company/firm, please fill in the name of the Authorized Representative and stamped with the company's chop)



Contact Channels	Water Supplies Department (All matters related to this bill (except Sewage Charge and Trade Effluent Surcharge))	Drainage Services Department (Matters related to Sewage Charge and Trade Effluent Surcharge (including Notes 4 and 5 below))
Telephone	2824 5000 Fax: 2802 7333	2834 9432 Fax: 2574 5645
Internet	http://www.wsd.gov.hk	http://www.dsd.gov.hk
In Person	Customer Enquiry Centres (Visit the above website or call 2824 5000 for details)	Customer Services Section, G/F, Western Magistracy, 2A Pok Fu Lam Road, Hong Kong
By Post	Water Supplies Department, 43/F Immigration Tower, 7 Gloucester Road, Wanchai, Hong Kong	See above address

- Notes**
- Registered consumer has to comply with all the provisions of the Waterworks Ordinance and Regulations (Cap. 102) and the Sewage Services Ordinance and Regulations (Cap. 463).
 - Registered consumer shall be responsible for payment of water charge, sewage charge and trade effluent surcharge (if applicable) until the consumership is terminated. Application for termination of consumership should be submitted within 30 days (but not less than 14 days) before the effective date of termination of consumership. Please contact us for any change in consumership status. Water Supplies Department may apply the deposit to the payment of any outstanding charges upon termination of account.
 - The tier charging structure for fresh water for domestic or flushing purpose is on a 4-month period (defined as 121.64 days) pursuant to the Waterworks Regulations. The volume in each tier is calculated on a pro-rata basis according to the actual number of days in the billing period.
 - The sewage charge and trade effluent surcharge (if applicable) are collected by Water Supplies Department on behalf of Drainage Services Department. If these charges are included in the bill but the premises are not connected to communal sewers, or if the premises are connected but these charges are not included, please contact Drainage Services Department for rectification. Please notify Drainage Services Department immediately of any change in business with supporting documents.
 - Any appeal in writing in the business category, and discharge factor must reach Drainage Services Department together with supporting documents within one month from the date of this bill.

支持環保，請選用電子帳單服務。網址
Save the environment, please use e-bill service. Website http://www.wsd.gov.hk/ebill_service

Payment Methods (Please quote the Charge No. for payment)
Autopay
For application, please contact us or your banker for obtaining the Direct Debit Authorization form.

Faster Payment System (FPS)
Use any mobile banking app or e-wallet that supports Government QR code bill payment to scan the FPS QR code printed on this bill to make payment.

Other Electronic Payment Methods
Visit Treasury's website at <http://www.try.gov.hk> for details.

In Person (Please bring along this bill and retain the receipt for record)
Cash or cheque payment: Any post office
Cash payment: Any 7-Eleven Convenience Store, Circle K Convenience Store, VanGO Convenience Store and China Resources Vanguard Supermarket in Hong Kong. The maximum limit for each transaction is HK\$5,000.

PPS (Merchant Code : 08)
Dial 18031 or visit <http://www.ppskh.com> for payment.

Automatic Teller Machine (ATM)
Select 'Bill Payment' function through any ATM with either a logo of 'JETPAYMENT' or 'Bill Payment Service'.

By Post
Mail the crossed cheque payable to **"The Government of the HKSAR"** with the payment slip to The Treasury, P.O. Box 28000, Gloucester Road Post Office, Hong Kong. Please write the Charge No. at the back of the cheque and allow 3 working days for processing. Please ensure sufficient mailing time and postage to make delivery in order. **Underpaid mail will be rejected.** No receipt will be issued. Cash/cash cheque should not be sent by post. Post-dated cheque will not be accepted.